

CLIENT AUTHORIZATION LETTER

INSERT DATE HERE

Dear Client:

We are currently responding to the NASA Ames Research Center Request for Proposal (RFP) **NNA15540517R** for the Aviation Safety Reporting System (ASRS) and Related Systems procurement.

The ASRS has two primary aspects: the maintenance and operation of a voluntary, independent, confidential incident reporting program, and research and development using incident reports to support improvements in the performance and safety of the current and future aviation and railroad systems. The contractor provides support with management and professional personnel who have extensive experience in aviation and railroad operations. They perform in roles to analyze voluntarily submitted confidential safety reports, which requires expert operational judgment and decision-making skills. The staff also performs research and development on various relevant safety topics. The contractor also provides support in the areas of development, maintenance, and security of the IT systems, database management, data analysis, technical writing, human factors research, documentation, publications, and website maintenance. The contractor is required to make presentations to technical and other governmental audiences.

NASA Ames Research Center is continuing to place increased emphasis on past performance as a source selection factor. As such, a requirement of their solicitation is that past clients of ours be identified and participate in the evaluation process. You are hereby authorized to respond to this and other inquiries.

We have identified _____ of your organization as the point of contact based on his/her knowledge concerning our work.

Please complete the enclosed Past Performance Questionnaire and forward it directly to:

NASA Ames Research Center
Acquisitions Division
Attn: Marianne Shelley, JAZ: 241-1
P.O. Box 1
Moffett Field, CA 94035-0001

E-mail responses may be sent to the following address: Marianne.Shelley@nasa.gov .

A response to this questionnaire is requested to the above address no later than **December 7, 2015.**

Your cooperation is appreciated. Any questions may be directed to the undersigned.

Sincerely,

Enclosure

Past Performance Questionnaire

I. OFFEROR'S HISTORICAL DATA:

A. Offeror Identification.

Offeror:	
Contract Number:	
Agency/ Company:	
Contract Title:	

B. Contract Information. Please provide the following information for the contractor and contract number identification in 1.A. above:

1. Type of Contract (check as appropriate):

Firm Fixed Price	<input type="checkbox"/>	Cost Plus Fixed fee	<input type="checkbox"/>
Cost Plus Award Fee	<input type="checkbox"/>	Other (Describe):	<input type="checkbox"/>

2. Period of Performance (including options/ extensions):

From:		To:	
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3. Method of Competition:

Competitive (provide description – i.e., Full and Open, Small Business Set-Aside, etc.)	<input type="checkbox"/>
Non-competitive?	<input type="checkbox"/>
Follow-on?	<input type="checkbox"/>
New requirement?	<input type="checkbox"/>

4. Contract Value (including all options): \$ _____

5. Was the contractor the prime contractor or a subcontractor? Indicate the percentage of overall contract work performed and number of Work Year Equivalents (WYEs) used to perform the work.

Prime contractor	<input type="checkbox"/>	Subcontractor	<input type="checkbox"/>
% of work performed		# of WYEs provided	

6. Description of your organization's overall contract requirement(s):

II. RATINGS AND QUESTIONS:

A. RATINGS. Please review this questionnaire based on the following guidance:

1. Please return the completed questionnaire within five working days. A telephone interview may be conducted to obtain your responses or for clarification purposes.
2. You are urged to read the questionnaire and supplement your own knowledge of the offeror's performance with the judgment of others (e.g., coordinated effort between the Contracting Officer and the Technical Point of Contact) in your program. In addition to providing the information for the contract or order identified, we solicit your comments on other similar contract or order that your activity has/ had with this offeror.
3. For each item requesting a rating, respond with the rating that best describes the contractor's performance for the referenced contract or order. If an item is not applicable to your contract order, or if you do not know how the contractor performed/ is performing on that item, please respond N/A. The rating scale is defined as:

Excellent (E)	Consistent record of exceptional past performance by the offeror and any proposed major subcontractors on work very similar to the work requirements of the proposed contract, indicating exemplary performance in a timely, efficient, and economical manner; very minor (if any) problems with no adverse effect on overall performance.
Very Good (VG)	Consistent record of successful past performance by the offeror and any proposed major subcontractors on work very similar to the work requirements of the proposed contract, demonstrating very effective performance that would be fully responsive to contract requirements with contract requirements accomplished in a timely, efficient, and economical manner for the most part with only minor problems with little identifiable effect on overall performance.
Good (G)	Successful past performance by the offeror and any proposed major subcontractors on work similar to the work requirements of the proposed contract, and it demonstrates effective performance, fully responsive to contract requirements; reportable problems, but with little identifiable effect on overall performance.
Neutral (N)	Neutral score. Assigned to offerors without a record of relevant past performance or for whom information on past performance is not available or not applicable.
Satisfactory (S)	Successful past performance by the offeror and any proposed major subcontractors on work similar to the work requirements of the proposed contract and may be limited in terms of the size, scope and complexity when compared to this contract; demonstrates meets or slightly exceeds minimum acceptable standards; adequate results; reportable problems with identifiable, but not substantial, effects on overall performance.
Poor (P)	The Offeror's relevant past performance demonstrates performance that does not meet minimum acceptable standards in one or more areas; remedial action required in one or more areas; problems in one or more areas, which adversely affect overall performance

For any ratings of Excellent, Satisfactory, Poor, or N/A below, please provide a detailed explanation.

B. RELEVANT TECHNICAL PERFORMANCE

1. Rate the Contractor's overall technical performance and the ability to identify technical problems and institute resolution.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

2. Rate the Contractor's compliance with technical and schedule requirements. Discuss any Contractor-caused schedule slips.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

3. Rate the Contractor's flexibility and effectiveness in dealing with unexpected changes to technical requirements.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

4. The ASRS contractor provides management and professional personnel who have extensive experience in aviation and railroad operations. They perform in roles to analyze voluntarily submitted confidential safety reports, which requires expert operational judgment and decision-making skills. The staff has to stay current on all aspects of developments within the aviation and rail industries, both within private industry and government. The staff also performs research and development on various relevant safety topics. The contractor provides support in the areas of development, maintenance, and security of the IT systems, database management, data analysis, technical writing, human factors research, documentation, publications, and website maintenance. The contractor is required to make presentations to technical and other governmental audiences. Thus the contractor provides support in many technical areas, some of which are probably relevant to your organization's requirements. Indicate the technical areas relevant to the current ASRS and Related Systems requirement that the contractor supported for your organization, including the following:

- ☐ Safety reporting systems, including their operation and maintenance (aviation, rail, etc)
- ☐ Research and development activities related to safety or safety reporting systems
- ☐ Information systems
- ☐ Communications and presentations to technical/ other governmental audiences regarding the work performed on your organization's contract
- ☐ Human factors research
- ☐ Database management and systems administration
- ☐ Information Technology Security
- ☐ Data analysis
- ☐ Documentation, publications, website maintenance

Additional technical areas:

For any ratings of Excellent, Satisfactory, Poor or N/A below, please provide a detailed explanation.

C. CONTRACT MANAGEMENT

1. Rate the Contractor's record of recruiting, developing, and retaining high-caliber key personnel and technical employees with the appropriate skills for contract performance.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

2. Rate the Contractor's record for retaining key personnel in the key positions as originally proposed.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

3. Rate the Contractor's approach to and experience in filling vacant key personnel position(s), if applicable.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

4. Rate the Contractor's changes made to lines of authority during the contract, reason for the changes, and their impact to contract performance.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

5. Rate the Contractor's subcontract management, coordination of roles and responsibilities to achieve contract goals including ability to meet subcontracting goals.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

6. Rate the Contractor's management of the phase-in period to ensure efficient and seamless continuation of operations during contract turn-over, including retention rates for incumbent technical personnel.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

7. Rate the role of corporate management involvement in and oversight of local contract operations; i.e., whether its role improved or limited meeting requirements, including technical, schedule, and cost.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

8. Rate the Contractor's safety record including safety training for employees, and any other safety issues related to your requirement.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

9. Rate the Contractor's management of Government-provided property and equipment, if applicable.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

10. Rate the Contractor's ability to protect sensitive and/or third party proprietary information.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

11. Rate the Contractor's ability to identify and resolve any organizational conflicts of interest issues.

☐ E ☐ VG ☐ G ☐ N ☐ S ☐ P ☐ N/A

D. OTHER INFORMATION

1. Provide any additional positive or negative comments regarding the contractor's performance for your organization.

Comments:

2. Given the choice, would you award to this contractor again? ☐ Yes ☐ No

III. RESPONDENT INFORMATION:

Submitted By (signature/ electronic signature) _____

Date _____

Name (Print) _____

Email: _____

Telephone: _____

Contracting Agency or Company _____

Position/Title: _____

Relationship to Contract: _____

Length of Involvement in Contract _____

Thank you for taking the time to complete this past performance questionnaire!

Please return form directly to:

NASA Ames Research Center,

Attn: Marianne Shelley, JAZ: 241-1, P.O. Box 1,

Moffett Field, CA 94035-0001.

E-mail responses may be sent to the following address: Marianne.Shelley@nasa.gov.